

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## eBenefits

eBenefits is your one-stop VA shop for on-line benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. We invite you to explore eBenefits and become a registered user.

On eBenefits, the service member or veteran can:

- Create VA letters right from eBenefits! Choose form letters for Disabled Veteran Civil Service Preference and Service Verification.

- In addition to updating your C&P contact information, you can also update your Post-9/11 GI Bill Education contact and payment information.

- Complete the VA Form 10-10EZ Application for health benefits form to enroll in the VA health care system.

- Use your mobile phone to monitor pending C&P claims and find a DoD or VA facility ([m.ebenefits.va.gov](http://m.ebenefits.va.gov)).

- Apply for a Certificate of Eligibility for the VA Home Loan

Guaranty.

VA Says "The eBenefits Portal is committed to providing quality information and service to all patrons of our Internet website. We are required to honor the rules that govern all of our Internet activities including posting links to specific types of information as required by law and posting other links deemed appropriate because they serve the mission of the eBenefits Portal and are relevant and useful to our website visitors."

This is the sixth release of this program and future releases will further expand the opportunity for veterans to complete their VA business online. The fall release will include:

- Servicemembers Group Life Insurance.

- Tricare On Line

- VONAPP, and

- MyHealtheVet

There are already 202,000 registered users.

Visit eBenefits at:

<https://www.ebenefits.va.gov/ebenefits-portal/>

In this issue:

[JPMorgan Chase Announces New Programs for Military & Veterans](#)

..... 2

[VA Will Expand Device Monitoring in 2011](#)

..... 2

[Indiana Has Almost 25,000 Military Retirees](#)

..... 2

[CVSOs: Helping Veterans Right Here at Home](#)

..... 3

[VA Paper Checks Soon to be a Thing of the Past](#)

..... 4

[Post-9/11 G.I. Bill Changes](#)

..... 4

[More Federal Taxes to be Withheld from Retiree Checks](#)

..... 5

[VA Set to Verify Veteran Small Businesses](#)

..... 6

[Veteran-Owned Small Businesses Now Must Prove Their Status](#)

..... 6

[Pat Tillman Foundation](#)

..... 7

[2011 Hoosier Women Veterans' Conference](#)

..... 9

[Indianapolis Vet Center Has New Location](#)

..... 9

[VA Caregiver Program](#)

..... 10

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## *In this issue (cont.)*

[Arlington National Cemetery...](#) 11

[State Approving Agency \(SAA\) News.....](#) 12

[Indiana's Newest General Brigadier General Courtney P. Carr .....](#) 14

[Latest Indiana OEF/OIF Casualties .....](#) 15

[Director's Comments .....](#) 16

## **JP Morgan Chase Announces New Programs for Military & Veterans**

### **Reduced Servicemembers Civil Relief Act (SCRA) Pricing:**

Effective 4/1/11, subject to any required approvals, Chase will put in place a rebate or similar program for SCRA-protected military personnel, which will lower eligible borrowers' effective mortgage interest rate to **4%** while on active duty and for a year thereafter. That maximum rate is 2% lower than the 6% rate currently required by SCRA.

### **Military Modification Program:**

Beginning 4/1/11, Chase will introduce an enhanced modification program for all members of the military

who have served on active duty as far back as 9/11/01. The program will be offered to those who are delinquent or having trouble making their mortgage payments. Subject to the required regulatory and investor approvals, the program will go beyond the government's Home Affordable Modification Program (HAMP) requirements. In addition, in cases when we modify any Chase-owned or Chase-serviced primary residential mortgage, if there is a second mortgage on the same property that is also owned by Chase, we will modify the interest rate on the second to 1%.

### **Home Ownership Assistance:**

- Chase will not foreclose on any currently deployed active military personnel. This change goes beyond current SCRA requirements, which protects military borrowers

[Continued on page 8](#)

## **VA Will Expand Device Monitoring In 2011**

**G**overnment Health IT (1/5, Mosquera) reports, "The Veterans Affairs Department, which has had a number of embarrassing security and privacy breaches in the past few years, in 2011 will expand visibility into activities on its network beyond personal

computers to include printers and other devices that are connected to it. VA will also reduce the number of unencrypted laptops this year as it continue to replace aging computers with new ones that can support the security application," said VA CIO Roger Baker in a recent information security briefing with reporters.

Note: This explains why the American Legion Service Office at the Indianapolis VA Regional Office had to tell CVSOs they will no longer be able to provide a CD with claim status for county veterans. VA will no longer allow them to use CD or thumb drives in their computer, so they are no longer able to copy the information.  
Editor.

## **Indiana Has Almost 25,000 Military Retirees**

**T**he Defense Manpower Data Center (DMDC) reports that, as of December 2010, Indiana was home to 24,834 military retirees. The breakdown is:

Females:	1,087
Male:	23,617
<u>Unknown:</u>	<u>130</u>
Total:	24,834

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## CVSOs: Helping Veterans Right Here At Home

By [Martin Caraway](#) January 2,  
2011 at 11:38 pm.

In 2005, a young Marine returns home from Ramadi, Iraq to a pregnant wife, uncertainty about future employment lingers in his mind, and the frustration of coming home to what seems to be a complacent America is shown on his face. Numb to most feelings of excitement the young Marine meets a gentleman who extends his hand with a sincere look on his face and a very simple "Thank you" was exchanged. Who would have thought that, because of that handshake, my life was soon going to change again.

The exchange between myself (the young Marine) and Deputy Commissioner Michael Pugliese, of the Minnesota Department of Veterans Affairs, began a friendship and a mentorship. I worked for his Department for a short two years learning VA law (38 CFR), and working on Veterans disability claims at the Saint Paul Regional Office. I then shifted gears from working with claims files to wanting to work face to face with the

Veterans. I applied and accepted a position with the Redwood County Veterans Service Office.

As a CVSO (County Veterans Service Officer), I learned quickly that VA compensation and Pension programs are only a fraction of what the Veterans' needs truly are. Veterans are living on the streets, or couch surfing—Veterans that due to extenuating circumstances are becoming at risk of losing their home, or can't pay the fuel bill to keep the heat running in the middle of a Minnesota harsh winter. These are only some of the challenges we face on a daily basis in the CVSO world.

In order for us to adapt and overcome, a philosophy ingrained in me after serving in the Marine Corps, we CVSO's utilize all available tools available to us to ensure these Veterans' needs are being addressed properly and to eliminate the problem if it all possible. We use multiple non-profit agencies, State Benefits, VA comp and pension, we use VA Medical Centers to provide treatment options for any condition that the Veterans may have.

Being a CVSO doesn't mean we are trying to exploit every dollar available. Sometimes, like in my case, a friend—someone to talk to—is what is needed. And by-golly we will make that happen too.

I write this today because there are so many Veterans in need, that don't have any idea that we CVSO's are even out here. With the climate of local Government and budget restrictions, outreach is becoming harder and harder to do. I am hoping that this will be able to reach Veterans, their dependents, and widows so that way they will look into their County and see if, indeed, they do have a CVSO. A quick reference to see if you do is [www.nacvso.org](http://www.nacvso.org). We offer knowledgeable advice, and we are in your home County.

Thank you to the VA for continuing to better programs to serve Americas Heroes. Moreover, thank you to the Veterans that make our Nation the Home of the Brave.

*Martin Caraway is a Redwood County Veterans Service Officer in Minnesota, and member of the National Association of County Veterans Service Officers. He served in the Marine Corps from 1999-2005, during which time he deployed twice to Iraq.*

From:

<http://www.blogs.va.gov/VAntage/?p=1023>



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## VA Paper Checks Soon To Be a Thing of the Past

On March 1, 2013, VA will stop issuing paper checks to comply with Department of Treasury policy. Veterans and other beneficiaries who do not have electronic payments for their federal benefits by that time will receive their funds via a pre-paid debit card.

Called the Direct Express card, it is issued by Commercial Bank as the financial agent of the U.S. Treasury. As a prelude to going to totally paperless payments, those receiving VA compensation or pension benefits for the first time after May 1, 2011 will automatically receive the benefits electronically. Anyone already receiving federal benefit payments electronically will be unaffected by the changes.

To learn more about the federal government's switch to direct deposit – or to change VA benefits to direct deposit -- visit [www.GoDirect.org](http://www.GoDirect.org). Information about the federal government's "Go Direct" campaign is also available at 1-800-333-1795.

Along with payments for VA benefit, the change will also affect

recipients of payments from Social Security, Supplemental Security Income, Railroad Retirement Board, and Office of Personnel Management.

## Post 9/11 GI Bill Changes

### *Many Non-College Programs and State Service of Reserves and Guard now Covered*

WASHINGTON (Jan. 5, 2011) – To bring the educational benefits of the Post-9/11 GI Bill closer to more Veterans and Service Members, President Obama signed legislation Jan. 4 that streamlines the 18-month-old education program administered by the Department of Veterans Affairs (VA).

"Since the first GI Bill in 1944, this unique educational program has adapted to the needs of America's Veterans, active-duty personnel, reservists and Guardsmen," said Secretary of Veterans Affairs Eric K. Shinseki. "Like its forbearers, the Post-9/11 GI Bill is growing to ensure the men and women who serve this nation in uniform receive valuable education benefits from a grateful nation."

"On behalf of Veterans and the many who serve them at VA, we would like to thank the President for his support, as well as members of Congress and our Veterans service organization partners for helping make this bill a reality," Shinseki added.

Among the provisions of the legislation are:

- Paying for on-the-job training, some flight training; apprenticeship training and correspondence courses;
- Allowing reservists and Guardsmen to have their time supporting emergencies called by their state governors credited to the time needed to qualify for educational benefits;
- Providing one half of the national average for the program's housing allowance to students enrolled in distance learning;
- Pro-rating the housing allowance to exclude payments when students are not in class;
- Allowing students on active duty receive the stipend for books and supplies;
- Allowing people eligible for the Post-9/11 GI Bill, but participating in VA's Vocational Rehabilitation and Employment (VR&E) benefits to choose between the GI Bill's housing allow-

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

ance or VR&E's subsistence allowance;

- Permitting reimbursement for more than one "license and certification" test;

- Reimbursing fees to take national admission tests, such as SAT, ACT, GMAT and LSAT; and

- Establishing a national cap of \$17,500 annually for tuition and fees in a private or a foreign school, not including contributions by educational institutions under the "Yellow Ribbon" program.

Information about the new provisions is available on the Internet at [www.gibill.va.gov](http://www.gibill.va.gov).

By the end of December 2010, VA issued nearly \$7.2 billion in tuition, housing, and stipends for more than 425,000 Veterans or eligible family members pursuing higher education under the Post-9/11 GI Bill.

## More Federal Taxes to be Withheld from Retiree Checks

In February retiree's DFAS statements started showing

increased taxes withheld and reduced monthly payments of Military Retired Pay. This is because on 29 Jan the 2011 Tax Tables were implemented with an effective date of 1 Feb 2011. This new tax table affected over 1.56 million retirees and in most instances raised the amount of Federal Income Tax withheld from their retired pay on a monthly basis in the \$30.00 to \$40.00 range. These net pay decreases have already been posted in MyPay and Retiree Account statements along with a copy of a tax related retiree newsletter. A copy will be mailed on a staggered basis commencing 3 Feb 2011. DFAS has issued the following explanation with a basic Q&A regarding the change:

**Q:** Why did the amount of taxes taken from my retired pay increase?

**A:** The tax tables implemented for tax year 2011 contain a higher amount of FITW than what was contained in the tables that were in effect for 2010.

**Q:** Information circulated in the media indicated that taxpayers would pay less tax in 2011. Why doesn't this apply to military retirees and SBP recipients?

**A:** When that information was circulated in the media, it referred to the net effect when combining the increased FITW from the 2011 tax table with the de-

crease (from 6.2% to 4.2%) in the withholding for Social Security. Retirees and annuitants do not have a Social Security deduction from their payments, so all they will see is the difference in FITW.

If you have further questions call DFAS at 1-800-321-1080.



As of 22 February 2011, Indiana had 1,560 men and women deployed from the Army National Guard and Army Reserve for Operation Noble Eagle, Operation Enduring Freedom or Operation New Dawn





# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## VA Set to Verify Veteran Small Businesses

Washington (Jan. 3, 2010)- To further advocate for Veterans, VA announced that companies identifying themselves as small businesses or Veteran-owned businesses to gain priority for some Department of Veterans Affairs (VA) contracts must now provide documentation verifying their status within 90 days of receiving notice from the agency.

"VA is committed to doing business with as well as supporting and protecting Veteran-owned small businesses," said Secretary of Veterans Affairs Eric K. Shinseki. "Although the verification process may initially be a challenge to some small business owners and to VA, it's a necessary step to eliminate misrepresentation by firms trying to receive contracts that should go to service-disabled and other Veteran-owned vendors."

The Veterans Benefits Act of 2010, signed by the President Oct. 13, expanded VA's requirement to verify the status of businesses claiming Veterans preference to compete for VA contracts by being listed in VA's VetBiz.gov "Vendor

Information Pages" (VIP) database. Companies will have to submit an application to substantiate their status as owned and controlled by Veterans, service-disabled Veterans or eligible surviving spouses. Only companies that submit the information will be listed in the VIP database.

The law requires VA to notify currently listed businesses that within 90 days of the Veteran-owned business receiving the notice they must submit certain business documents. VA sent notices to more than 13,000 listed businesses by email and mail Dec. 10-11. Other companies, wanting to be listed in the database and considered for future set-aside VA contracts, also have to submit application packages. VA will work on those verifications after the existing listings are verified.

The department plans to post additional information at [www.VetBiz.gov](http://www.VetBiz.gov) in early February informing applicants how to submit their documents electronically. In the meantime, VA's notice to currently listed businesses encourages them to submit their information on CD-ROM.

Priority processing will be given to those Veteran-owned firms that are in line to receive a set-aside contract from VA, those that already conduct business with VA, and those that have already

filed an application for verification.

For more information, visit the Office of Small and Disadvantaged Business Utilization's website at [www.va.gov/OSDBU/veteran/verification.asp](http://www.va.gov/OSDBU/veteran/verification.asp) or the main page at [www.va.gov/osdbu/](http://www.va.gov/osdbu/).

## Veteran-Owned Small Businesses Now Must Prove Their Status

In continuing coverage, [Government Executive](#) (1/5, Brodsky) reports, "Small or veteran-owned businesses now must provide the Veterans Affairs Department with documentation proving their status before being considered for priority set-aside contracts, VA announced on January 3rd, 2011.

The rule change, which implements a provision in the 2010 Veterans Benefits Act," is VA's "latest effort to prevent unqualified firms from winning small business awards. 'VA is committed to doing business with, as well as supporting and protecting, veteran-owned small businesses,' Secretary of Veterans Affairs Eric Shinseki said" in commenting on the change. [Washington Technology](#) (1/5, Weigelt) publishes a similar story.

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## PAT TILLMAN FOUNDATION



The Pat Tillman Foundation invests in veterans and military families through education and community. The

Tillman Military Scholars program supports our nation's active and veteran service members and their families by removing financial barriers to completing a degree program of choice. The scholarships cover not only direct study-related expenses such as tuition and fees, but also other needs, including housing and child care.

To date, 111 Tillman Military Scholars representing 28 states and attending 46 institutions nationwide have been awarded over \$1.3 million. These scholarship funds are just a portion of the Tillman Military Scholar experience which also focuses on guiding an engaged community and providing essential resources that enable Scholars to serve and lead in their local communities.

Who is *eligible* to apply to become a Tillman Military Scholar?

Veteran and active service members of both pre- and post-9/11 service.

Service members who wish to start, finish or further their education.

- o Those enrolled as a full-time student at an American institution of higher learning.

- o Those whose benefits have expired or do not meet their needs, including:

Service members of all branches of the U.S. Armed Forces: Army, Navy, Air Force, Marine Corps, Coast Guard, National Guard and Reserve.

Service members pursuing undergraduate, graduate, post-graduate, 2-year, 4-year, public, private, vocational and trade degrees or certifications.

Dependents of service members (children between the ages of 19 and 28 and spouses).

- o Those whose benefits are insufficient or not transferable from their mother/father/husband/wife.

- o Those who are survivors of a service member.

What *criteria* will be considered for selecting Tillman Military Scholars?

Unmet financial need

Educational and career ambitions

Record of personal achievement

Compelling, thoughtful, genuine and thorough essay question responses

Demonstration of service to others in the community and a desire to continue such service

*Annual renewability* will be considered for most scholarships based on expected graduation date, proof of full-time student status, minimum GPA earned, Tillman Community engagement and documented participation in civic action or community service. Additionally, scholarship funding can only be used toward a single degree or certification.

### *Documents required:*

To complete the application, the following documents will need to be uploaded:

Documentation of military service (DD214 (separation docu-

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

ments), Officer Record Brief, Enlistment Record Brief, Basic Individual Record, NGB 23, Unit Move Orders or other documentation verifying military service)

Résumé (including education, work, public service history, recognitions and awards earned)

Three (3) essay question responses (to be inserted into the online application)

In addition to the documents requested above, semifinalists will need to provide the following documents:

Financial aid award letter from institution for 2011-2012

2011-2012 Student Aid Report (SAR) pages 1 & 4, summary from the FAFSA website

Photo highlighting your or your family member's military service

***The online application will open on March 7, 2011 at [www.pattillmanfoundation.org](http://www.pattillmanfoundation.org).***

***A limited number of applications will be accepted. Prepare your application now and be ready to apply early.***

For more information, please contact

[scholarships@pattillmanfoundation.org](mailto:scholarships@pattillmanfoundation.org).

***Patrick Daniel "Pat" Tillman*** (November 6, 1976 – April 22, 2004) was an American football player who left his professional career and enlisted in the United States Army in June 2002 in the aftermath of the September 11, 2001, attacks. He joined the Army Rangers and served several tours in combat before he died in the mountains of Afghanistan. The Army at first reported that Tillman had been killed by enemy fire, and Lieutenant General Stanley A. McChrystal approved the award of a Silver Star. The actual cause of Tillman's death was later revealed to be from friendly fire.

## **JP Morgan (continued from page 2)**

against foreclosure only if they took out their loans prior to going on active duty.

· Chase believes we now have the systems and controls in place to avoid wrongful foreclosure proceedings on any military covered by SCRA. In cases where we have mistakenly foreclosed on military borrowers who should have been covered by SCRA, in addition to rescinding the sale, we will forgive all their remaining mortgage debt. Going forward, if we ever have a wrongful foreclosure sale on an SCRA covered customer, we will

forgive all of their remaining mortgage debt, as well.

· Chase will donate 1,000 homes to military and veterans over the next five years through our non-profit partners.

· By the end of 2011, Chase will open five new Chase Homeownership Centers in cities near the following large military bases.

1. Ft. Hood (Killeen), Texas

2. Naval Station Norfolk (Norfolk), Virginia

3. Ft. Bragg/Pope Air Force Base (Fayetteville), North Carolina

4. Camp Lejeune (Jacksonville), North Carolina

5. Ft. Campbell (Clarksville, TN), Kentucky

· In 2011, Chase will host 10 borrower outreach events near large military bases.

· Chase will staff all of its Homeownership Centers with employees specifically trained in SCRA, military issues and Chase special military programs.

For more details see:

JPMorgan Chase & Co. 270 Park Avenue, New York, NY 10017-2070 NYSE symbol: JPM [www.jpmorganchase.com](http://www.jpmorganchase.com)



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## 2011 Hoosier Women Veterans Conference



The 2011 Hoosier Women Veterans Conference will be on Saturday, April 16th at AM-VETS Post 99, 2840 Lafayette Road, Indianapolis, IN 46222.

Registration starts at 8 a.m. (0800 hrs) with opening ceremonies at 9 a.m. (0900)

So far three speakers have confirmed. They are Yolanda Wide, from the American Cancer Society, and Ethel Kellie-Schellange, LMSW, who will speak on women's health care. Featured speaker will be Patricia Clason, co-owner and Director of the Cen-

ter for Creative Learning, speaking on Emotional Intelligence, stress management and tools to assist us in dealing with our own as well as other's emotions.

The Chocolate Fountain is back and the Post will arrange for a nice spaghetti dinner for registered attendees. Interested persons can register online at [www.in.gov/dva/2440.htm](http://www.in.gov/dva/2440.htm) or by calling Summer Tacy at (317) 234-5658. Please register not later than 6 April so we can provide the Post with an approximate number of guests.

## Indianapolis Vet Center Has New Location

The Indianapolis Vet Center has moved to its new location at 8330 Naab Road, #103, Indianapolis, IN 46260. Vet Centers are in community based sites and there are additional Indiana locations in Evansville, Merrillville, and FortWayne. All military veterans are eligible to receive services, treatment, and care at Vet Centers.

The Indianapolis Vet Center is staffed with 80% veterans, including women veterans on most teams, and treats over 4,000 veterans annually.

The Vet Center provides free services that are private and confidential. They provide individual, group, and family therapy, as well as assistance with bereavement, claims, readjustment/PTSD assessments, and employment services.

They also provide sensitive and specialized therapy for Military Sexual Trauma (MST) survivors. It is believed that 8-20% of female veterans have experienced MST and that many service members are discharged without awareness of eligibility for treatment at VA Medical Centers or Vet Centers. The Vet Center has a therapist who is specially trained to assess and provide therapy for MST.

If you would like more information about what the Vet Center has to offer or to find out information about other Vet Center locations, please call 317-988-1600. For additional information on MST, contact the MST Coordinator, Laura Malone, at 317-988-3469.

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## VA Caregiver Program

Caregivers are the family members and loved ones who provide care for veterans who are living with the effects of war, disability, chronic illness, or aging. They deserve VA's highest level of support.

On 1 FEB 2011, the Department of Veterans Affairs (VA) opened a toll-free National Caregiver Support Line housed at the Canandaigua VA Medical Center campus in Canandaigua, New York. The number is **1-855-260-3274**.

The support line serves as a primary resource/referral center to assist caregivers, veterans and others seeking caregiver information to help in the care of our nation's veterans.

VA employees who are licensed clinical social workers will answer calls to The National Caregiver Support Line. The Support Line will provide information on VA/ community caregiver support resources and "warm" referral to dedicated Caregiver Support Coordinators located in every VA Medical Center; emotional support for the caregiver will be an integral component of this service.

The National Caregiver Support Line is also available to respond to inquiries about the caregiver benefits associated with Public Law 111-163, Caregivers and Veterans Omnibus Health Services Act of 2010.

The line will be open Monday through Friday 8:00 a.m. to 11:00 p.m. and Saturday 10:30 a.m. to 6:00 p.m. Eastern Time. Readers might also want to check out VA's updated caregiver website <http://www.caregiver.va.gov>.

Some of the new benefits of the Caregivers and Veterans Omnibus Health Services Act are restricted by law to the caregivers of the most seriously ill and injured post-9/11 veterans. Those additional benefits include:

- A monthly stipend;
- Health care coverage;
- Travel expenses, including lodging and per diem, while accompanying veterans undergoing care;
- Respite care; and
- Mental health services and counseling.

VA will report to Congress in the future on the feasibility of expanding the enhanced services to family caregivers of veterans of all eras, officials said.

While some of these enhanced benefits are available now,

many of the other significant newly enacted benefits will require the issuance of regulations. These additional benefits include monthly stipends, pay for travel costs, medical coverage, training, counseling and respite care designed to prevent institutionalization of veterans whenever possible.

The law requires detailed regulations for determining eligibility, designating and approving caregivers, and providing stipends and health care coverage to primary family caregivers.

The complex process required to implement these regulations will provide veterans, caregivers and the public the opportunity to provide comments before those regulations are finalized.

"VA has supported caregivers of veterans of all eras for almost eight decades," said Deborah Amdur of VA's Care Management and Social Work Service, "and we know from our experience and research that veterans are best served when they can live their lives as independently as possible surrounded by caring family and friends."

Each VA Medical Center has designated caregiver support coordinators who will assist eligible veterans and caregivers in understanding and applying for the new benefits.



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## Arlington National Cemetery

**A**ntiquated paper record-keeping and lack of oversight led to the mishandling of dozens of remains at the nation's most important military burial ground, according to a three-month review of Arlington National Cemetery's operations by a consortium of technology companies.

The current reliance on paper-only records, combined with technical obsolescence and undocumented handling and oversight procedures, has contributed to [the cemetery's] inability to fully account for remains, according to a report issued 31 JAN by the Northern Virginia Technology Council.

"The confusion that results from poor records management leads to loss of public trust. To regain that trust, the cemetery must digitize its records, improve its scheduling system and establish a rigorous chain of custody for remains as they move from funeral homes to burial," the report said.

During a news conference after release of the report, Sen. Mark R. Warner (D-VA), who enlisted

the Tech Council's help last summer, called the cemetery's operations a disaster. He noted:

- They relied on three-by-five cards, which anyone in today's age knows is a totally inadequate way to keep track of records of the remains.

- The cemetery used just one fax machine, which Warner said created an enormous bottleneck for the thousands of families trying to call in and schedule an interment for their loved ones. Backing up this fax machine was a manual system with paper and pencil.

- Urns at the cemetery, rather than being stored properly while awaiting inurnment, would sit for extended periods of time on a desk with simply a paper record attached to it.

Kathryn Condon, executive director of the Army National Cemeteries Program, said that some of the report's recommendations had been implemented. Last month, Arlington set up a call center so it could take many more calls from families scheduling burials. Before, she said, "people were put on hold for hours and hours." The fax system was also updated. "We can do faxes right on our computer," she said. "To

me, it was mind-boggling we didn't do that before. But we're moving forward into this century at Arlington."

After their review of the cemetery's procedures, the tech companies - including Booz Allen Hamilton, Science Applications International Corp. and Mitre - did not find an overall strategy or plan of action and said the cemetery was plagued with a counterproductive and error-prone working environment. The group found duplicate records initiated for the same person and multiple instances of inaccurate headstone orders.

An investigation by the Army inspector general last summer found that dozens of graves had been mislabeled or misidentified and that at least four urns had been dug up and dumped in a landfill. The probe also found that the cemetery had spent millions to digitize its records but that the system was never brought into working order.

The cemetery recently discovered other burial problems. In one instance, a single gravesite that was supposed to hold one set of cremated remains held eight. Criminal investigators are probing that incident.

Last summer, the cemetery's top two leaders were ousted, and a new team was installed to fix the problems. The tech companies said that they found the new lead-



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

ers eager to take positive steps but that fixing the mess will take a significant amount of time. The report did not say how much the fixes would cost.

Some of the technology the cemetery needs has been available for years, the report said. The cemetery could use the tracking technology that hospitals use to account for the transfer of human organs or the systems that rental car and package delivery companies use to account for their products. The report, prepared for the cemetery at no cost, also said that each set of remains should be given a file with a unique case number to link all relevant paperwork.

*[Source: Washington Post Christian Davenport article 31 Jan 2011]*

## State Approving Agency (SAA) News



Education Assistance Improvements Act of 2010. It was recently signed into law and the

below listing highlights changes to the Post 9/11/Chapter 33 GI Bill made by this law. Additional changes and revisions prior to the implementation dates can be found by accessing the GI Bill website [www.gibill.va.gov](http://www.gibill.va.gov)

### **Effective August 1, 2009, but not payable until October 1, 2011**

Expands the Post-9/11 GI Bill to include Active Service performed by National Guard members under title 32 U.S.C. for the purpose of organizing, administering, recruiting, instructing, or training the National Guard; or under section 502(f) for the purpose of responding to a national emergency.

### **Effective March 5, 2011**

Limits active duty members to the net cost for tuition and fees prorated based on the eligibility tiers (40%-100%) previously established for Veterans. Same limitations apply to transferee spouses of active duty servicemembers.

### **Effective August 1, 2011**

For Veterans and their transferees - simplifies the tuition and fee rates for those attending a public school and creates a national maximum for those enrolled in a private or foreign school.

1) Pays all public school in-state tuition and fees.

2) Private and foreign school costs are capped at \$17,500 annually.

3) The Yellow Ribbon Program still exists for out-of-state fees and costs above the cap.

For Active Duty Members and their transferees - creates a national rate for those active duty members enrolled in a private or foreign school pursuing a degree.

1) Pays all public school in-state tuition and fees.

2) Private and foreign school costs are capped at \$17,500 annually.

1) Allows VA to pay MGIB (chapter 30) and MGIB-SR (chapter 1606) 'kickers' or college fund payments, on a monthly basis instead of a lump sum at the beginning of the term. Prorates housing

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

allowance by the student's rate of pursuit (rounded to the nearest tenth).

- 2) A student training at a rate of pursuit of 75% would receive 80% of the BAH rate.
- 3) Break or interval pay is no longer payable under **any** VA education benefit program unless under an Executive Order of the President or due to an emergency, such as a natural disaster or strike. This means that when your semester ends (e.g. December 15th), your housing allowance is paid for the first 15 days of December only and begins again when your next semester begins (e.g. January 10th) and is paid for the remaining days of January. Students using other VA education programs are included in this change. Monthly benefits will be prorated in the same manner. Entitlement that previously would have been used for break pay will be available for use during a future enrollment.
- 4) Allows reimbursement for more than one "license or certification" test (previously only one test was allowed).

However, entitlement is now charged.

- 5) Allows reimbursement of fees paid to take national exams used for admission to an institution of higher learning (e.g., SAT, ACT, GMAT, LSAT).
- 6) Allows those who are eligible for both Vocational Rehabilitation and Employment (chapter 31) benefits and Post-9/11 GI Bill (chapter 33) benefits to choose the Post-9/11 GI Bill's monthly housing allowance instead of the chapter 31 subsistence allowance.
- 7) NOAA and PHS personnel are now eligible to transfer their entitlement to eligible dependents.

## **Effective October 1, 2011 - Allows students to use the Post-9/11 GI Bill for:**

- 1) Non-college degree (NCD) programs: Pays actual net cost for in-State tuition and fees at public NCD institutions. At private and foreign institutions, pays the actual net costs for in-state tuition and fees or \$17,500,

whichever is less. Also pays up to \$83 per month for books and supplies.

- 2) On-the-job and apprenticeship training: Pays a monthly benefit amount prorated based on time in program and up to \$83 per month for books and supplies.
- 3) Flight programs: Per academic year, pays the actual net costs for in-state tuition and fees assessed by the school or \$10,000, whichever is less.
- 4) Correspondence training: Per academic year, pays the actual net costs for in-state tuition and fees assessed by the school or \$8,500, whichever is less.

Housing allowance is now payable to students (other than those on active duty) enrolled solely in distance learning. The housing allowance payable is equal to ½ the national average BAH for an E-5 with dependents.

The full-time rate for an individual eligible at the 100% eligibility tier would be \$673.50 for 2011.

Allows students on active duty to receive a books and supplies stipend.



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## Indiana's Newest General Brigadier General Courtney P. Carr



Newly promoted Brig. Gen. Courtney Carr speaks at his promotion ceremony Saturday Feb. 12, 2011 at the Indiana War Memorial in downtown Indianapolis. His first duty assignment as a general officer is to command Indiana's 81st Joint Task Force, the state's premier reactionary command force, set into place to take command and control over state military assets in the event of state emergencies or disaster. (Indiana National Guard photo and article by Sgt. John Crosby)

**I**NDIANAPOLIS - Indiana Army National Guard Col. Courtney P. Carr of Columbus, Ind., was promoted to the rank of brigadier general Saturday at the Indiana War Memorial in downtown Indianapolis.

Of the roughly 15,000 Indiana Guardsmen, only seven are general officers.

Indiana Adjutant General, Maj. Gen. R. Martin Umbarger

ceremoniously "pinned" the star on Carr's chest by order of the secretaries of the Army and Air Force and the direction of the president of the United States.

Official orders read, "The president of the United States has reposed special trust and confidence in the patriotism, valor, fidelity and abilities of Courtney P. Carr. In view of these qualities and his demonstrated potential for increased responsibility, Courtney P. Carr is promoted to brigadier general with a date of rank of 5 February, 2011."

Carr expressed his gratitude to his family, Soldiers and to the citizen employers who support the military.

"I owe the successes in my career to the support from all of the people around me," said Carr. "If it wasn't for you I wouldn't be here right now. It's a little overwhelming."

Carr graduated from the United States Military Academy at West Point, N.Y., in 1983 with a Bachelor of Science Degree in Engineering. He received a Master in Business Administration from the University of Chicago in 1994 and graduated from the U.S. Army War College, Carlisle, Pa., in 2003 with a Master of Science Degree in Strategic Studies. His other military schools include the Armor Officer Basic and Advanced



Indiana National Guard Adjutant General Maj. Gen. R. Martin Umbarger and Beth Carr, wife of Col. Courtney Carr, pin one star rank insignia to his shoulders promoting him to brigadier general during a ceremony Saturday Feb. 12, 2011 at the Indiana War Memorial in downtown Indianapolis. (Indiana National Guard photo by Sgt. John Crosby)

Courses, Command and General Staff College, Infantry Pre-Command Course, and U.S. Army Airborne and Ranger Schools.

Carr received his commission as a second lieutenant in 1983. His first Assignments were with 1st Battalion, 13th Armor, 1st Armored Division in Germany where he served as a tank platoon leader, a scout platoon leader and a tank company executive officer. Carr then served as a battalion adjutant and commanded a tank company with 1st Battalion, 77 Armor, 4th Infantry Division in Fort Carson, Colo.

Carr transitioned to the Indiana Army National Guard in 1991 where he served in many positions in and out of the 76th Infantry Brigade. His assignments included the 38th Infantry Division operations officer, the 2nd Battalion, 152nd Infantry Regiment operations officer, and the



# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

2nd Battalion, 293rd Infantry Regiment executive officer.

Carr joined the 76th Brigade as the civil military officer during the unit's rotation through the Joint Readiness Training Center at Fort Polk, La.

Carr was then assigned as the battalion commander of 1st Battalion, 151st Infantry Regiment, in New Albany, Ind. Carr deployed to Bosnia with the battalion in support of Stabilization Force 11 in 2002. This was the first battalion-sized deployment of Indiana Army National Guard Soldiers after the Sept. 11 terrorist attacks.

Upon return from Bosnia, he was assigned as the operations officer for the 38th Infantry Division. His next assignment was to the Indiana Military Academy as the commander, 138th Regiment.

Upon leaving the 138th, Carr was assigned as the deputy commander of the 76th Infantry Brigade and eventually commander. He led the brigade to the largest deployment of Indiana Soldiers since World War II, conducting counter-insurgency operations in support of Operation Iraqi Freedom.

In civilian life, Carr is the executive director of the Columbus, Ind., economic development board.

His many awards include

the Bronze Star Medal, two Meritorious Service Medals, two Army Commendation Medals, the NATO medal, three Army Achievement Medals, the Army Reserve Components Achievement Medal, Iraqi Campaign Medal, Global War on Terrorism Expeditionary Medal, Armed Forces Reserve Medal, the Indiana Distinguished Service Medal, the Indiana Commendation Medal, the Ranger Tab and the Parachutist Badge.

Carr is slated to assume command of the Indiana Guard's 81st Troop Command in Indianapolis. The 81st is the Indiana's premier reactionary command force, set into place to take command and control over state military assets in the event of state emergencies or disaster.



Indiana National Guard Adjutant General Maj. Gen. R. Martin Umbarger presents newly promoted Brig. Gen. Courtney Carr with a one-star flag representing the general officer during his promotion ceremony Saturday, Feb. 12, 2011 at the Indiana War Memorial in downtown Indianapolis.  
(Indiana National Guard photo by Sgt. John Crosby)

## The Indiana Operation Enduring Freedom/ Operation Iraqi Freedom/Operation New Dawn Memorial Wall Indiana has sustained the following casualties since the last IDVA Update



United States Marine Corps Lance Corporal William H. Crouse, IV, 22, of Fort Wayne, Indiana.

Died December 21, 2010, along with his bomb-sniffing dog, while conducting combat operations in Helmand province, Afghanistan.

He was assigned to 1st Battalion, 10th Marine Regiment, 2nd Marine Division, II Marine Expeditionary Force, Camp Lejeune, N.C.

Formerly from Fort Wayne, Indiana, he joined the U.S. Marine Corps in 2007 following graduation from Clinton High School, Clinton, SC.

# THE INDIANA DEPT. OF VETERANS' AFFAIRS UPDATE



Mitch Daniels - Governor  
Tom Applegate - Director

March 2011

The Indiana Department of Veterans Affairs Newsletter

Edition 2011-2

## Director's Comments



In an effort to keep everyone better informed I've decided to publish on a more frequent basis. Our last newsletter was sent out in January and we've had many requests from people asking to be added to the distribution list. Of course we send one to every County Veterans' Service Officer, but we also send one to over 200 people who have asked to be put on the mailing list, as well as one to every state legislator and other agencies/offices throughout state government. Our distribution has grown to well over 500 since we went digital, so we feel we're getting the information out to more people, and we have no idea how many people are receiving a forwarded copy from their friends or acquaintances on our list.

### HOOSIER WOMEN'S CONFERENCE

The 2011 Hoosier Women Veterans' Conference will be held at AMVETS Post 99, Indianapo-

lis, on April 16th. This is a FREE event, including lunch. More details are on page 9 of this newsletter.

### JON BRINKLEY MEMORIAL GOLF OUTING

Pleasant Run Golf Course  
601 Arlington Ave  
Indianapolis, IN 46219  
Monday, 6 June 2011

### SPRING CONFERENCE

Marriott Inn - East  
7202 East 21st St.  
Indianapolis, IN 46219  
7-9 June 2011

Toll-free number for reservations for the IDVA Spring Conference is 1-800-228-9290. We will have a special procedure for CV-SOs to use to let us know whether or not they are attending. Other interested individuals who would like to attend should register online at our website by clicking [here](#), or by calling our toll free number at 1-800-400-4520.

We're pleased to announce that Amanda Stanley from the State Auditor's Office will talk to CVSOs about property tax abatements and Kim Michalowski, CSM (Ret.) has agreed to come from the Milwaukee Pension Maintenance Center (PMC).

John Hickey from the American Legion and his fine staff will conduct the new service officer training all day on Wednesday, 8 June.

Other training will be conducted by the Veterans' Service Officers from the various accredited veterans' organizations, persons from the VA Regional Office and peer instructors from the CV-SOs.

**FALL CONFERENCE**  
Indiana Veterans' Home  
3851 N. River Rd.  
West Lafayette, IN 47906  
Friday, October 14, 2011  
9 a.m. To 1:30 p.m.

### VETERANS' AFFAIRS COMMISSION (IDVA COMMISSIONERS) MEETINGS

April 8 (Stout Field)  
July 8 (Stout Field)  
October 14 (Indiana Veterans' Home)

Stout Field meetings are at 10 a.m. in the Ahner Auditorium at: Joint Forces Headquarters  
2002 Holt Road, Stout Field  
Indianapolis, IN 46241 Indiana

Veterans' Home meeting will be at 2:00 p.m. in the MacArthur Auditorium.